

Design a Virtual Front Desk to Help us Help our Customers



Project Title	Design a Virtual Front Desk to Help us Help our Customers
Project Summary	Design a Virtual Front Desk for the Forest Service
Country	United States

Project Description

The Southwestern Region of the USDA Forest Service wants a better experience for visitors to our information desks and visitor centers. With eleven National Forests and three Grasslands, we have a lot of visitors!

Sometimes questions extend far beyond the location a customer is visiting. While our information assistant might be the expert in the local opportunities and conditions, no one can be the expert for every location! There are also many duplicative tasks from one ranger district or forest to another, which we would like to streamline.

This is where you come in! You would research and design a Virtual Front Desk to help both visitors and employees find the right information for their visit, while gaining real-world experience in web design, research, data analysis, customer service and more. You'll research where all this information is and help find the right way to organize and present it so that every visitor and employee can be an informed expert!

Required Skills or Interests

Skill(s)
Data analysis
Design thinking
Editing and proofreading
Graphic design
Marketing
Research
Software development
Website design
Writing

Additional Information

None

Language Requirements

Language	Speaking Proficiency	Reading Proficiency	Importance
Spanish	Limited working proficiency	Native or bilingual proficiency	Nice to Have